

# ***Vacancy Announcement***



**U.S. Embassy Copenhagen**

<b>ANNOUNCEMENT NUMBER: VA 13-03</b>	<b>SUBJECT: Visa Clerk</b>	<b>DATE: January 8, 2013</b>
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**OPEN TO:** All Interested Candidates/All Sources

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**POSITION:** Visa Clerk

**OPENING DATE:** January 8, 2013

**CLOSING DATE:** January 28, 2013

**WORK HOURS:** Full-Time, 40 hours/week

**SALARY:** Ordinarily Resident (OR) DKK 341,577 p.a. (Starting Salary)(Position Grade FSN-5)  
Not-Ordinarily Resident (NOR) \$35,753 USD FP 8, p.a. (Salary may start at FP09 p.a. 31,963; final hiring grades is determined by HR/OE.)

**LENGTH OF HIRE:** Temporary position maximum nine months.

**ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.** Must be forwarded together with the application

The American Embassy in Copenhagen is seeking an individual for the temporary full-time position of Visa Clerk in the Consular Section.

**BASIC FUNCTION OF THE POSITION.**

Serves the public on a full range of nonimmigrant (NIV) services; performs full range of NIV production work, including reviewing applications for accuracy, performing data entry, capturing photos, taking fingerprints, and printing visas; assists with filing and archive systems for applications. Responds to basic public inquiries. Performs other duties as needed.

A copy of the complete description of all Duties and Responsibilities is attached at the end of this Vacancy Announcement.

**QUALIFICATIONS REQUIRED**

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

- 1. Education:** Completion of Secondary School.
- 2. Prior Work Experience:** Minimum one year of work with the public and one year of office clerical work related to customer service.
- 3. Language Proficiency:** English and Danish level 3 (good working knowledge) speaking/reading/writing). Will be tested.
- 4. Job Knowledge:** Basic computer skills and knowledge of Microsoft Office applications. Ability to use Internet sources, and adapt to new technology and new software applications.
- 5. Skills and Abilities:** Ability to draft correspondence and respond to public inquiries. Ability to deal with public in stressful situations and remain productive when working under time-constrained conditions. Must be able to organize workload and set priorities, to work independently and as a team required.

**SELECTION PROCESS**

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

**ADDITIONAL SELECTION CRITERIA**

Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.

1. Current employees serving a probationary period are not eligible to apply.

2. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
3. Currently employed U.S. Citizen EFM's who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

**TO APPLY:** Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); **or**
2. A current resume or curriculum vitae that provides the same information found on the UAE (*see Appendix B*); **or**
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus**  
Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
4. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

#### **SUBMIT APPLICATION TO**

Interested applicants may apply for this position by filling out the **DS 174-Universal Application for Employment** form and emailing it to: [Copenhagen\\_HR\\_Vacancy@state.gov](mailto:Copenhagen_HR_Vacancy@state.gov)

To view the DS 174-Universal Application for Employment form (UAE) & application instructions, please click on below:

<http://denmark.usembassy.gov/media/current-pdfs/uae-and-instructions.pdf>

**E-mails received without the appropriate subject line will not be considered.**  
**Your e-mail must state the VA NUMBER and your name in the subject line, example:**

**VA 13-03 YOUR NAME.**

The Universal Application form is also available at the U.S. Embassy Copenhagen internet:

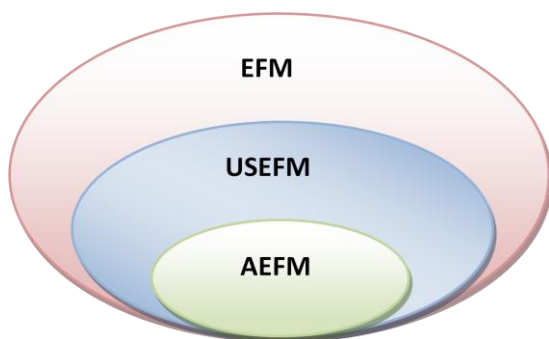
<http://denmark.usembassy.gov/jobs.html>

**CLOSING DATE FOR THIS POSITION: January 28, 2013**

The U.S. Mission in Copenhagen provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

**Appendix A  
DEFINITIONS**



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse

when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;

- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

**2. U.S. Citizen Eligible Family Member (USEFM): For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:**

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
  1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
  2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

**3. Appointment Eligible Family Member (AEFM): EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:**

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed *service* member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

## **Appendix B**

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

### **Failure to do so will result in an incomplete application.**

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers

- G. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes or No*; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (*Yes or No*)
- J. Special Accommodations the Mission needs to provide (*Yes or No*; if yes, provide explanation)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References

<b>ANNOUNCEMENT NUMBER: VA 13-03</b>	<b>SUBJECT:  CONSULAR CLERK MAJOR DUTIES AND RESPONSIBILITIES</b>	<b>DATE: January 8, 2013</b>
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Serves the public on a full range of nonimmigrant (NIV) services; performs full range of NIV production work, including reviewing applications for accuracy, performing data entry, capturing photos, taking fingerprints, and printing visas; assists with filing and archive systems for both issued and refused applications and with arranging shipping to the U.S. for permanent records storage in accordance with U.S. regulations and specifications. Responds to basic public inquiries. Performs other duties as needed.

As a nonimmigrant visa clerk, job holder must screen incoming documentation and information from a variety of sources (public counters, mail, and phone calls). Process all types of visa cases for applicants who apply in Copenhagen from over 100 countries. Interacts at interview window with the public, sometimes dealing with individuals who do not speak English or Danish, to explain visa processing, fees, documentary requirements, and applications forms. Based on knowledge of U.S. visa laws, regulations legal precedents, and Danish environment makes recommendations to Consular Officer to any unusual characteristics of the cases. Performs data entry and prints visas. Works in concert with others in the NIV unit to make sure the unit is running smoothly and all tasks are covered on a daily basis. Answers basic telephone and written inquiries based on knowledge of U.S. visa law and procedures. Communicates with applicants while cases are in review process. Advises student and exchange visitor's applicants on special processing requirements.

Assists with filing applications for both issued and refused cases and making sure that the applications are stored securely in accordance with instructions. Helps ensure that the applications are packed and shipped to the U.S. archiving facility in accordance with regulations and in a timely manner. Performs other special projects as assigned.